

**SUPERVISOR OF DEPARTMENTAL RECORDS
STUDY GUIDE**

A written examination for the class of **SUPERVISOR OF DEPARTMENTAL RECORDS** to be administered in **WEST MONROE** on **SEPTEMBER 25, 2013**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
GENERAL CLERICAL OPERATIONS AND RECORDS MANAGEMENT PRACTICES Knowledge of general clerical practices and office procedures sufficient to process mail, to handle telephones and convey messages, to operate office equipment, and to organize and maintain files, including knowledge of record-keeping practices involving preparation, content, format, control and retention of departmental records.	22.0%
FILING PROCEDURES Knowledge of effective filing procedures sufficient to organize and maintain departmental records in hard copy files by numerical, alphabetical, chronological order, or according to subject matter, and in a computer database by code.	17.0%
REPORTS AND CORRESPONDENCE Knowledge of report preparation procedures involving the compilation, and organization of information and data into a written format for reports or correspondence, including knowledge of English usage and grammar sufficient for effective written communications or to correct spelling, grammar, and punctuation.	9.0%
MANAGEMENT Knowledge of the principles of effective management practices involving organizing and directing the operations of the records division, including public relations, developing a formal training program, managing supplies and equipment, and recommending major purchases for the department.	17.0%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
SUPERVISION Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	35.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES/Better Results Through Teamwork, 777 North Capitol, Washington, DC 20005, 4th ed, 2005. (NOTE: May also be obtained through LSU Firemen Training Program).

SUPERVISION OF POLICE PERSONNEL, Iannone N. F., Prentice - Hall, Inc.(Series in Criminal Justice), Englewood Cliffs, NJ 07632, 6th ed., 2001.

LOCAL GOVERNMENT POLICE MANAGEMENT, (Municipal Management Series), International City Management Association (ICMA), 1120 G St., N.W., Washington, DC 20005, 4th ed., 2003.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.